



## **The Governor's Service Award**

**Connecticut State Capitol  
Old Judiciary Room  
August 3, 2001  
9:00 a.m. to 10:00 a.m.**

**Governor John G. Rowland**

# Ceremony Program

<b>9:00</b>	<b>Guests arrive</b>
<b>9:30</b>	<b>Governor presents the awards</b>
<b>10:00</b>	<b>Refreshments served</b>

## Award Recipients

**Pam Adams  
Julie Ahlstrin  
Lisa Bakanas  
Constance Bennett  
Marcia Bilonick  
Russell Bonaccorso  
Scott Boyle  
Craig Bradley  
Linda Brewer  
Patricia Brown  
David Busanet  
Chet Camarata  
Arthur Christian  
Sharon Clematito  
Kenneth P. Corrigan  
Fay Cour  
Patricia Covino  
Kelley Croteau  
Lori Datlow  
Brian Dillon  
Michael D'Onofrio  
Sergeant Timothy J. Dumas  
Maria El-Samin  
Ken Feathers  
Rosemary Francia-Duncan  
Gordon Frassinelli  
Sulma Fuentes  
John Gaucher  
Belinda Gibbs  
Sharon Goldman**

**Dolores Gonzales  
Michael Gryzwinski  
Josephine Guarnaccia  
John Hagglund  
Janita Hamel  
Marybeth Hart  
Tamara Henry  
Peter Hill  
Joan Hoelzel  
Pamela Hogan  
Patricia Kaczynski  
Glenn Knapsack  
Robert LaFrance  
Peter Lent  
Judith Macri  
Cheryl Madrange  
Robin Maillett  
Marie McGuinness  
Randy McKenney  
Michael McLaughlin  
Robert McNulty  
Lori Merker-Chapman  
Kenneth Morales  
David Nelson  
Michael Ober  
Tammy Ober  
Tonya Ogungbe  
Trisha Paesani  
Bruce Parsons  
Sandra Peay**

**Tanya Penman-Sterling  
Doreen Piacenza  
Frank Provencano  
Geri Reilly  
Thomas Riscassi  
Linda Roache  
Jane Rogers  
Jane Ross  
Gary Sardo  
Melanie Scheuermann  
Steve Schwain  
Carol Seaman  
Catherine Shires  
Peter Simmons  
Ken Smiley  
Phil Smith  
Kathleen Snyder  
Vanessa Soares-Bowden  
Wendy Spencer  
Michael Stanish  
Robin Stewart  
Ella Stiggle-Stone  
Dawn Taylor  
Teslyn Thomas-Bernard  
William Venezia  
Laura Wheeler  
Rosemary J. White  
Barbara Zablocki**

# Governor's Service Award

## August 2001

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### DEPARTMENT OF ADMINISTRATIVE SERVICES

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**Julie Ahlstrin** works as an Office Assistant in the Department of Administrative Services' Financial Services Center where she diligently provides a wide range of support services. She is also the leader of the State Office Building's First Responder Team, which provides emergency medical care to workers and visitors to the State Office Building. She recently showed first hand how to handle a medical emergency situation when a visitor's heart and breathing stopped. She directed the medical emergency efforts and performed CPR until the victim had a pulse and could breathe again. Julie is passionate about her work and takes pride in the responsibilities for making the First Responder Team the best in the state.

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### DEPARTMENT OF CHILDREN & FAMILIES

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**Frank Provenciano** works as a Plant Facility Engineer at High Meadows in Hamden. He has consistently worked at a high level of performance with a very positive attitude. He recently updated the inventory system from an outdated, incomplete system to a fully computerized one. This was not an easy task, but as he would say, "It was not a problem, but a challenge." His dedication and attitude toward his work is exactly what the Governor's Service Award program is all about.

**Dawn Taylor**, School Psychologist at the Walter G. Cady School in Middletown, is a positive leader who leads by example and possesses a thorough knowledge of state and federal mandates, school district policies, and best practices in the area of school psychology and pupil services. It is, and always has been, apparent through her approach and manner that she cares deeply for the children she serves and is passionate about her work. She is a true advocate for children and helps to restore hope and dignity within them. She is both a role model and a mentor to her students. Her boundless energy, enthusiasm, and work ethic are goals that all workers should strive to achieve.

### DEPARTMENT OF CONSUMER PROTECTION

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**Janita Hamel** is a supervisor of the Professional Trades Unit of the Occupational and Professional Licensing Division of the Department of Consumer Protection, and handles a high volume of consumer complaints in professional trades. Thanks to her professionalism, she often has been able to mediate disputes between consumers and professionals in a fair manner. She is very involved with educating licensed trade professionals, and has organized numerous training seminars throughout the state for licenses, building officials, fire marshals, and student associations. Recently, she was presented with the Mary Katherine Goddard Tradeswoman of the Year Award for her achievements in promoting and mentoring women in the occupational trades.

**Teslyn Thomas-Bernard** is an Office Supervisor in the Occupational and Professional Licensing Division and is responsible for supervising the division clerical staff. She works directly with applicants applying for licensure before various boards and commissions. She is committed to her job and goes the extra mile in assisting candidates with the exam process. Thanks to her extensive knowledge of this operation and her positive attitude, consumers are well served.

### Connecticut Do Not Call Law Implementation Committee

This team was responsible for creating the "no sales solicitation calls" program within DCP. Public interest in the program was immediate and overwhelming. It was the responsibility of this team to quickly develop a program to deal with the high volume of consumer requests. This team of professionals met the demand and overcame many obstacles to provide consumers with a model program.

**Linda Brewer**

**Gordon Frassinelli**

**Patricia Kaczynski**

**Lori Merker-Chapman**

**David Nelson**

**Steve Schwain**

**Geri Reilly**

**William Venezia**

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## **DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT & DEPARTMENT OF ENVIRONMENTAL PROTECTION**

With both the Department of Economic and Community Development (DECD) and the Department of Environmental Protection (DEP) working harmoniously, the DECD Fort Trumbull project team has successfully worked to bring one of the most challenging economic development projects in DECD's history to fruition. The results of their efforts will bring 2,000 new high paying pharmaceutical jobs to a distressed city, increase the gross state product, and create over 3,000 jobs state-wide.

<b>Lisa Bakanas</b>	<b>Marie McGuinness</b>
<b>Chet Camarata</b>	<b>Trisha Paesani</b>
<b>Brian Dillon</b>	<b>Bruce Parsons</b>
<b>John Hagglund</b>	<b>Peter Simmons</b>
<b>Peter Lent</b>	<b>Phil Smith</b>

However, it would have been difficult to develop such a project without just the right place to put it. DEP conducted the site contamination investigation – assuring that the land would be safely redeveloped; water-dependency of the redevelopment to ensure that the public has access to and along the historic waterfront, as well as assuring that active water-dependent uses like boating and fishing are accommodated; and flood management reviews to assure that people and properties with the redeveloped area are safe from potential flood dangers. These DEP employees go beyond thinking out of the box to insure that the land is developed safely and appropriately for all who will enjoy it.

**Arthur Christian**  
**Ken Feathers**  
**John Gaucher**  
**Michael Gryzwinski**  
**Marybeth Hart**  
**Peter Hill**  
**Joan Hoelzel**  
**Robert LaFrance**  
**Thomas Riscassi**

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## **DEPARTMENT OF INSURANCE**

Nominated by Insurance Commissioner Susan F. Cogswell, **Tanya Penman-Sterling** is an Insurance Principal Examiner in the Licensing Division. Tanya was responsible for coordinating the Continuing Education Advisory Task Force, which was created in an effort to develop continuing education requirements for insurance producers. The task force, headed up by Tanya, worked out issues involving credits, exemptions, fees, waivers, sanctions, and compliance with the goal being better service for insurance consumers. She worked tirelessly on the implementation of the program, educating agents and coordinating course approval. Tanya is a dedicated and valuable employee who is appreciated by both her co-workers and the agents she serves with her excellent interpersonal skills and expertise.

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## **DEPARTMENT OF MENTAL RETARDATION**

**Craig Bradley** has served as the Lead Investigator in the Department of Mental Retardation Southwest Region since 1998 and has managed the timely and efficient handling of complaints regarding mistreatment of mentally retarded citizens. A former captain with the West Haven Police Department, Mr. Bradley has used his knowledge and experience to make certain that the rights of those citizens are supported and protected. His persistence, dedication, and many hours of investigative work have helped ensure justice for DMR clients who are victims of mistreatment.

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## DEPARTMENT OF PUBLIC SAFETY

**Sergeant Timothy J. Dumas**, of the Department of Public Safety, has a long and decorated history as a Connecticut State Trooper. His expertise, sound judgment, and advice is sought by all members of the Regional Auto Theft Task Force, municipal law enforcement agencies, federal agencies, and investigators within the insurance industry. Detective Dumas was bestowed the highest award given by the Connecticut State Police, the Medal of Honor, for his actions during a 1990 incident while serving an arrest warrant to a dangerous convicted felon. His dedication to the well being of others and his professionalism are examples for all to follow.

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## DEPARTMENT OF PUBLIC WORKS

**David Busanet**, a Purchasing Services Officer, supervised the newly combined Procurement Unit with the Financial Management Division. He has managed the merger of two very different functions, purchasing and the bidding and contracting of capital construction projects. He is a supervisor with high work standards, concern for his employees, and a sense of humor. These qualities have resulted in the successful building of a unified and harmonious team of employees that strives to provide superior customer service.

**Glenn Knapsack**, an Accountant in the Project Accounting Section with the Financial Management Division, combines extreme patience and good humor with an in-depth knowledge of both the project at hand and the procedures needed to accomplish it. He anticipates questions and problems before they materialize. He is always willing to go the "extra mile" for both customers and co-workers.

**Robert McNulty**, a Public Works Project Manager, is a member of the Health and Human Services Team within the Bureau of Facilities Design and Construction. His dedication to a number of projects includes the Fort Trumbull State Park in New London, and OpSail 2000. He was instrumental in overseeing the preparations and his efforts have resulted in a project that many will remember for a long time.

**Kenneth Morales**, a Buildings and Grounds Patrol Officer at the State Office Building, is responsible for providing emergency services for more than 1,000 building occupants. He has been called upon to provide first aid in many medical emergencies and recently participated in a medical response that saved the life of a visitor to the State Office Building. His dedication is an asset to the department, building occupants, and the public.

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## DEPARTMENT OF REVENUE SERVICES

**Kenneth P. Corrigan** is a Tax Hearing Officer in the collection and Enforcement Division. He has been a mentor of the Governor's Career Internship Program and was responsible for coordinating an intern's training, along with managing numerous project and job responsibilities. The director of Collections and Enforcement has grown to rely on Ken's outstanding leadership and organizational skills to manage projects and serve on various committees representing the Division. His work ethic and exceptional interpersonal skills on the job enforce the agency's mission of excellent customer service.

Working as a team with strict deadlines, working overtime and weekends, the **Department of Revenue Services (DRS) Payroll Unit** calculated and processed complicated retroactive pay increases for current and former employees of the A & R Bargaining Unit of DRS. At the same time another major project was also taking place. They worked hard to go the "extra mile" to deliver quality service to both projects, which was no easy feat. Their dedication to quality service provided timely retroactive paychecks to many happy internal customers who benefited from their diligence.

**Belinda Gibbs**  
**Carol Seaman**  
**Sharon Clematito**  
**Fay Cour**  
**Tamara Henry**  
**Barbara Zablocki**

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## **DEPARTMENT OF SOCIAL SERVICES**

**Vanessa Soares-Bowden** is a Family Independence Representative in the Bridgeport office of the Department of Social Services (DSS). Vanessa, recognizing that DSS clients are constantly faced with serious barriers in their personal lives, treats clients with fairness and respect, clearly articulating what is needed for them to qualify for DSS benefits. A recent accomplishment was organizing a toy drive, which brought tremendous joy to over 125 children and 55 families in the Bridgeport region. She has also been involved in a number of committees and organizations such as the city's Read Aloud Programs, Black History Month Programs, and the Yankee Boy Scout Council.

### **The Eastern Region Community Outreach/Speakers Bureau**

The Eastern Region Community Outreach/Speakers Bureau was formed to carry out the goals of the region's plan that involves implementing outreach and educational sessions, in the community. This group has made great efforts to inform clients, service providers, employers, and DSS staff about program changes and initiatives and how these may affect them. They have coordinated the distribution of various agency program brochures, pamphlets, and posters developed by the Central Office and have given many community presentations.

The members of this team not only implement the agency's core values on the job, but it is clear that they are also making a difference outside the office as well.

#### **Pam Adams**

<b>Constance Bennett</b>	<b>Rosemary Francia-Duncan</b>
<b>Marcia Bilonick</b>	<b>Sulma Fuentes</b>
<b>Russell Bonaccorso</b>	<b>Sharon Goldman</b>
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## **WORKERS' COMPENSATION COMMISSION**

**Rosemary J. White** is a Paralegal Specialist II in the Norwich District Office of the Workers' Compensation Commission. Rose consistently provides service to claimants, attorneys, and insurance representatives with courtesy, knowledge, understanding, caring and patience. Most importantly, she is able to change the feelings and perspectives of claimants who have felt frustrated, angry, or disillusioned by their dealings with the workers' compensation system. Rose is an fountain of knowledge in workers' compensation law. She is never at a loss for an answer and is never too busy to answer questions from insurance representatives, attorneys, claimants, and co-workers. It is impossible to describe the many instances of Rose's outstanding service. Rose brings excellence to every facet of her service to workers' compensation clientele and coworkers every minute of the day, everyday of the week. The Workers' Compensation Commission is proud to have an employee of her caliber on their team.

